

Systems Software Specialist II and III (Technical & Supervisory) Supplemental Application

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Systems Software Specialist examination for the Department of Technology Services consists of a Supplemental Application used to evaluate your education, training and experience.

This Supplemental Application consisting of a Training and Experience Questionnaire is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

GENERAL INFORMATION

First Name:

Middle Initial:

Last Name:

Social Security Number: - -

Email Address:

Work Phone:

Home Phone:

Mailing Address:

State

Zip

County:

EQUAL EMPLOYMENT OPPORTUNITY

Applicant: To assist the State of California in its commitment to Equal Employment Opportunity, applicants are asked to voluntarily provide the following information. This section of the application will not be used in any employment decisions. Government Code Section 19705 authorizes the State Personnel Board to retain this information for research and statistical purposes.

1. Social Security Number:

2. Gender: ☐ Male ☐ Female ☐ N/A

3. Age:

☐ Under 21 ☐ 21-39 ☐ 40-69 ☐ 70 and over ☐ N/A

5. Ethnic Category (Please fill in the circle that best describes your race/ethnicity).

- ☐ American Indian or Alaskan Native—Persons having origins in any of the tribal people of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Enter tribal identification or affiliation: _____

- ☐ Asian—Persons having origins in any of the original people of the Far East, Southeast Asia, or the Indian Subcontinent. This includes China, Japan, and Korea.

- ☐ Black—Persons having origins in any of the black racial groups of Africa.

- ☐ Filipino—Persons having origins in any of the original peoples of the Philippine Islands.

- ☐ Hispanic—Persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

- ☐ Pacific Islanders—Persons having origins in the Pacific Islands, such as Samoa.

- ☐ White—Persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

- ☐ Other (specify): _____

- ☐ I don't want to indicate

6. How did you learn of this examination?

- Telephone job line
- Word of mouth
- Internet
- Advertisement in: _____
- Examination bulletin located at: _____

Check boxes below if the statements apply to you:

- ☐ **Disabled**—A person with a disability is an individual who (1) has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working, (2) has a record of such an impairment or medical condition; (3) is regarded as having such an impairment or medical condition.
- ☐ **Military**—A military veteran; a widow or widower of a veteran; or a spouse of a 100% disabled veteran.

To determine if you meet the minimum qualifications to participate in the Systems Software Specialist II or III, Department of Technology Services examination process, please answer the following question:

1. Are you currently a state employee?

Yes	<input type="radio"/>
No	<input type="radio"/>

To determine if you meet the minimum qualifications to participate in the Systems Software Specialist II or III, Department of Technology Services examination process, please answer the following questions:

2. How many months of full time did you perform the duties of a Systems Software Specialist II?	
3. How many months of full time did you perform the duties of a Systems Software Specialist I?	
4. How many months of full time did you perform the duties of an Associate Systems Software Specialist?	
5. I was not a System Software Specialist I or an Associate Systems Software Specialist (darken the circle if this statement applies to you).	<input type="radio"/>

To determine if you meet the minimum qualifications to participate in the Systems Software Specialist II or III, Department of Technology Services examination process, please answer the following questions:

6a. How many months of full time did you spend coding, designing, modifying, installing, evaluating, and maintaining computer software?	
6b. Of the total time that you have spent performing the duties listed in 6a, how many months of full time experience did you have independent responsibility as a leader on systems software projects, or as a technical specialist on complex technology systems?	
6c. Of the total time that you have spent performing the duties listed in 6a, how many months of full time experience did you have independent leadership responsibilities on complex systems software projects, or as high-level technical specialist on the more complex systems assignments?	

Supplemental Information

The following questions are work conditions that are specific to some positions within this classification. Your responses to the questions will help determine your consideration for the position, but will not be counted toward your points on this application.

1.	Are you willing to work on weekends or on-call as needed for emergency purposes?	<input type="radio"/> Yes	<input type="radio"/> No
2.	Are you willing to work periodic overtime as needed?	<input type="radio"/> Yes	<input type="radio"/> No
3.	Are you willing to carry and respond to a pager and/or cell phone for positions that require on-call or stand-by staff?	<input type="radio"/> Yes	<input type="radio"/> No
4.	Are you willing to travel between Rancho Cordova and Sacramento to attend meetings and/or special work assignments?	<input type="radio"/> Yes	<input type="radio"/> No
5.	Are you willing to incorporate remote access from your home?	<input type="radio"/> Yes	<input type="radio"/> No

Select all that apply	
6. I have experience and expertise in the following areas:	
Software	<input type="radio"/>
Networking	<input type="radio"/>
Mainframe/UNIX	<input type="radio"/>
Web developing	<input type="radio"/>
Windows	<input type="radio"/>

Select all that apply	
7. I would like to be considered for:	
a. Systems Software Specialist II – Technical only	<input type="radio"/>
b. Systems Software Specialist III – Technical only	<input type="radio"/>
c. Both System Software Specialist II and III - Technical	<input type="radio"/>

Select all that apply	
8. I would like to be considered for:	
a. Systems Software Specialist II – Supervisor only	<input type="radio"/>
b. Systems Software Specialist III – Supervisor only	<input type="radio"/>
c. Both System Software Specialist II and III – Supervisor	<input type="radio"/>

Select one	
9. Please indicate the type of employment you are willing to accept:	
a. Permanent or Temporary – Full time, part time, intermittent	<input type="radio"/>
b. Permanent or Temporary – Full time only	<input type="radio"/>
c. Permanent or Temporary – part time or intermittent only	<input type="radio"/>
d. Permanent only – Full time only	<input type="radio"/>
e. Part time (Regular hours less than 40 per week)	<input type="radio"/>
f. Temporary only – Full time only	<input type="radio"/>

Please list the certifications and extra trainings you have received.		
Name of Certification/Training	Where the certificate/training was obtained?	Date the certificate/training was obtained

References


For verification purposes, please provide the names of four references who can confirm that you have *paid or unpaid* experience in performing the tasks listed on the next page. You may add additional references if you choose.

#	Your Job Title	Organization Name, Address, and Phone #	Supervisor(s) who can verify your job responsibilities	Date worked (mm/year)
R1				From: To:
R2				From: To:
R3				From: To:
R4				From: To:
R5				From: To:
R6				From: To:

TASKS	<p>INSTRUCTIONS: Please rate each task using the scales and instructions provided below.</p> <p>Recency 1 = You performed the tasks more than 5 years ago 2 = You performed the task within the last 4 years 3 = You performed the task within the last 2 years NP = Not performed</p> <p>Years of experience 1 = Less than one year 2 = One to three years 3 = More than three years NP = Not performed</p> <p>Level at which the task was performed 1 = Assisted another person on task 2 = Worked under close direction/supervision on task 3 = Worked independently on task 4 = Performed task as a lead 5 = Supervised or served as an expert on task NP = Not performed</p> <p>Verification References Indicate where you have performed the task by inserting the reference number from the Reference Table from the previous page. (e.g., if task 1 was performed during your time at the organization listed in R1, then place "R1" in the box). If the task was performed at more than one organization, then place all references that apply in the box. (e.g., R1, R2 should be placed in the box if the task was performed at both organizations).</p>	RECECY	YEARS OF EXPERIENCE	LEVEL	VERIFICATION REFERENCE NUMBER
1	Advise peers, manager and/or users regarding hardware/software systems (e.g., new releases, features, products, or existing problems, etc.) to inform them about the impact of these systems on their applications/projects.				
2	Control access to systems (e.g., network, systems, or database) in order to maintain system security in accordance with information security best practices and standard IT operating procedures.				
3	Monitor network, application, and system logs in order to maintain system security to ensure data integrity and confidentiality.				
4	Monitor and analyze systems/network utilization to evaluate system health, capacity capability, and performance.				
5	Create processes (e.g., install, configure, maintain, secure, backup/recover, etc.) to ensure that technical staff are consistent with vendor documentation, application requirements, and departmental standards.				

TASKS	Recency 1= > 5 years ago 2= Within last 4 years 3= Within last 2 years NP= Not performed Year of experience 1= < 1 year 2= 1 to 3 years 3= > 3 years NP= Not performed	Level 1= Assisted 2= Direction/supervisory 3= Independent work 4= Lead 5= Supervised/expert NP= Not performed Verification References Reference back to page 8 of this application	RECECY	YEARS OF EXPERIENCE	LEVEL	VERIFICATION
6	Review application/system architecture and make recommendations regarding technical and operational feasibility.					
7	Maintain hardware/software configuration documentation to assist with disaster and operational recovery.					
8	Track changes to systems hardware/software to maintain current configuration documentation.					
9	Consult with internal/external business and technical staff to define systems specifications considering business/user requirements and analysis of the systems software, hardware, databases, security, and/or networks involved.					
10	Develop formal or informal recommendations to peers, managers, and/or users on hardware/software systems (e.g., problem resolution, patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.) to suggest alternatives that satisfy the business requirements.					
11	Install/upgrade and test hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.).					
12	Configure and/or customize hardware/software systems to meet business requirements.					
13	Evaluate products to determine if they will support and enhance the department's business/technical functions and ensure they meet requirements in alignment with the IT strategic plan.					
14	Report the status of systems, projects, maintenance tasks, change control items, or problem resolutions to supervisors and users to ensure that they are informed.					

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15	Consult with internal/external entities regarding services provided by systems software teams and answer questions/inquiries in technical areas such as connectivity with departmental systems, data exchange, security, etc.					
16	Design secure n-tier architectures (e.g., web, application, database, COTS) to support departmental business functions.					
17	Implement secure n-tier architectural changes (e.g., web, application, database, COTS) to support departmental business functions.					
18	Perform backup and recovery tasks to ensure system security, disaster recovery, and operational recovery in accordance with industry best practices.					
19	Participate in disaster recovery and operational recovery planning in order to ensure system security and business resumption.					
20	Serve as liaison with vendors to report, troubleshoot, and resolve software/hardware problems.					
21	Conduct disaster recovery and operational recovery planning in order to ensure system security and business resumption.					
22	Review technical recommendations in systems design to ensure correctness.					
23	Plan security architecture for systems (e.g., network, systems, or database) in order to maintain system security based on information security best practices.					
24	Develop plans to determine and meet future capacity needs considering business requirements, trend analysis, history of similar projects, statistical and other reports, etc.					

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	Verification References Reference back to page 8 of this application					
25	Ensure that peers maintain current configuration of systems/network hardware, software, and documentation to meet standard operating requirements, ensure that disaster recovery and operational recovery plans are current, and facilitate future upgrades or enhancements as required.					
26	Provide technical assistance in a multi-vendor environment to resolve data processing technical issues and network/systems software problems.					
27	Oversee systems installation (e.g. operating systems, hardware, n-tier architecture, web, databases, security products, network products, etc.) in order to facilitate a seamless and smooth integration into the computing environment.					
28	Define procedures for incident and problem escalation, including escalation to vendors.					
29	Communicate orally in an effective manner with customers.					
30	Communicate effectively in writing with customers, technical staff, management and vendors.					
<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>You have reached the end of the <i>Systems Software Specialist II-Technical/Supervisory</i> exam. If you are qualified and would like to complete the exam for the <i>Systems Software Specialist III-Technical</i> position, you may continue; if not, please STOP here and complete the Statement of Understanding at the end of this supplemental application.</p> </div> </div>						
31	Create reports on system utilization to inform the business units of impending capacity issues to support short and long term planning.					

TASKS	Recency 1= > 5 years ago 2= Within last 4 years 3= Within last 2 years NP= Not performed Year of experience 1= < 1 year 2= 1 to 3 years 3= > 3 years NP= Not performed	Level 1= Assisted 2= Direction/supervisory 3= Independent work 4= Lead 5= Supervised/expert NP= Not performed Verification References Reference back to page 8 of this application	RECECY	YEARS OF EXPERIENCE	LEVEL	
32	Review the work of peers to ensure accuracy and quality of work.					
33	Maintain scripts to perform required tasks for system support.					
34	Develop and deliver technical presentations to stakeholders including presentation of industry trends and business requirements.					
35	Mentor staff in the use of software/hardware products, tools, and procedures to ensure that they understand the departmental standards using group and/or one-on-one instruction.					
36	Create technical project plans for stakeholders using automated project management tools incorporating vendor requirements, history of similar projects, etc..					
37	Test new database structures and database structural changes, using test case scenarios to ensure they meet business requirements, system requirements, and system specifications.					
38	Review management documents, budget change proposals, security plans, feasibility study reports, and disaster recovery plans, etc., to ensure accuracy and feasibility, and to determine impacts to information systems.					
39	Act as a technical lead to assign tasks to other staff in order to balance workload and/or appropriately match employees' skills to assignments.					
40	Train staff and users on changes to new and existing systems to properly use the software tools and understand the impact of changes to their computer environment.					
41	Meet with project leaders regarding workload schedules, priorities, and resources in order to meet project schedules and requirements at intervals determined by the project lifecycle.					

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42	Create scripts to ensure that the system can perform according to the requirements considering system requirements, vendor documentation, etc.					
43	Act as project manager to coordinate diverse job functions in order to deliver an integrated IT solution.					
44	Oversee peers' work projects to ensure that the work is timely, complete, and meets business requirements on an on-going basis.					
45	Develop systems configuration plans to facilitate a seamless and smooth integration into the computing environment.					
46	Plan, organize and oversee a variety of complex, critical and highly sensitive development projects and activities.					
47	Direct, plan, schedule, and prioritize projects/workload; monitor and control projects in accordance with established plans/schedules.					
48	Advise unit manager regarding the progress and direction of projects.					
49	Determine the impact of current and emerging technologies on customer business needs and impart this information to the management team.					
50	Assist in the development, establishment, and implementation of policies, standards and procedures.					
51	Perform analysis and prepare "white papers", project proposals, and procurement justifications (consultant services, hardware/software, etc.).					
52	Define and review new and existing customer service offerings and associated charges.					

TASKS	Recency 1= > 5 years ago 2= Within last 4 years 3= Within last 2 years NP= Not performed	Level 1= Assisted 2= Direction/supervisory 3= Independent work 4= Lead 5= Supervised/expert NP= Not performed	RECECY	YEARS OF EXPERIENCE	LEVEL
	Year of experience 1= < 1 year 2= 1 to 3 years 3= > 3 years NP= Not performed	Verification References Reference back to page 8 of this application			
53	Assist in the preparation and presentation of technical solution proposals to prospective customers to meet complex business requirements.				
***** <div style="display: flex; align-items: center;"> <p> You have reached the end of the <i>Systems Software Specialist III-Technical</i> exam. If you are qualified and would like to complete the exam for the <i>Systems Software Specialist III - Supervisory</i> position, you may continue; if not, please STOP here and complete the Statement of Understanding at the end of this supplemental application. </p> </div> *****					
54	Provide supervision and direction to technical staff.				
55	Encourage team building, facilitate cross training and promote continuous improvement.				
56	Prepare and coordinate personnel related justification and notification documentation for hiring and reclassifications of positions and correspondence/documentation relating to personnel issues, disciplinary actions, labor relations issues, etc.				

Statement of Understanding

By signing below, I attest that my responses to this questionnaire are true and accurate to the best of my knowledge. I understand that misrepresentation of the information provided in this questionnaire may disqualify me from this exam and other future exams.

Name (please print)

Signature

Date